

November 17, 2014

**DEPARTMENT OF HUMAN SERVICES
OFFICE OF YOUTH SERVICES**

REQUEST FOR INFORMATION

**INTENSIVE MONITORING SERVICES FOR YOUTH
No. RFI-HMS-501-15-IMS**

The Department of Human Services (DHS), Office of Youth Services (OYS) requests information, comments, and feedback from interested service providers, professionals, and/or concerned individuals that will assist the OYS in developing a Request for Proposals (RFP) to procure Intensive Monitoring Services for youth. The services will be procured for the upcoming Biennium and is inclusive of July 1, 2015 through June 30, 2017.

Description of the Service:

Proposed Intensive Monitoring Services (IMS) is targeted for youth who have been adjudicated by the Family Court, and have been placed on probation. The goal is to provide intensive supervision for youth, hold them accountable for their behavior and assist youth to be in compliance with the terms and conditions of probation. The service delivery approach shall include the youth's family, whenever possible, in supporting the youth's participation in activities that increase protective factors and decrease risk factors in various domains of the youth's life. Service components shall be provided in a manner that addresses the differing ethnic, racial and gender-specific needs of youth. Services shall be provided by case managers and youth monitors to strengthen the system of supervision and juvenile detention alternatives.

Intensive Monitoring Services shall be provided for approximately 400 -500 youth annually on the following islands: Oahu, 220 – 260 youth; Maui, 80 -100 youth; and Hawaii, 100 – 140 youth. Youth referred shall participate in the program not less than 30 days and not to exceed 90 days, with a projected average length of service of approximately 60 days. The average daily census of youth provided IMS by islands shall be approximately: Oahu – 40; Maui – 15; and Hawaii – 20.

The following descriptions of services are proposed:

Referral and Implementation Plan

Youth will be referred to IMS by probation officers. The probation officer will contact the IMS case manager and they shall begin to develop an implementation plan for the disposition and terms of probation as ordered by the Family Court. The implementation plan shall address the terms and conditions of probation, the resources available to address areas identified in the prior assessments (such as substance abuse, anger management, academic difficulties, family relationships, etc.), who shall be making the referrals to these resources, and who will be involved in participating in, delivering, and monitoring of the services. The implementation plan shall be a dynamic document that is revisited throughout the youth's participation in the intensive monitoring services and amended and adjusted based on progress made or problems encountered.

The case manager shall coordinate and facilitate team meetings, as needed, involving key persons who are responsible for the implementation plan, including the youth monitor, youth's probation officer, family members, and service providers, in order to appraise and assess the progress of the youth, and identify any areas of need to be further addressed. Advocacy on behalf of youth and families to secure and follow through with the necessary resources to address compliance with the terms and conditions of probation shall be ongoing.

Intensive Supervision

The core service of IMS is intensive supervision. Youth monitors shall provide intensive supervision to monitor the youth's functioning and compliance with the terms and conditions of probation. A maximum caseload of 10 youth shall be assigned each youth monitor. Youth monitors shall provide supervision services for a maximum of 90 days. Intensive supervision services shall include face-to-face contact, indirect surveillance via unannounced, 24 hour in-person visits, telephone calls, and collateral contacts. Contacts shall be made at random time-frames, the initial contact made within 24 hours of the youth's official referral to the service. Contact shall be made in a variety of locations (home, school, work, and program service settings). Both announced and unannounced contacts shall be conducted, so that youth are supported to engage and comply with services and resources identified in the implementation, and not to try to deviate from the daily schedules and curfews. Supervision shall emphasize monitoring of the youth's progress and appraising on-going needs and risks. Provide 24-hour availability to respond to crisis situations to assist in stabilizing the situation and make referrals to other services, as appropriate.

Documentation and Reports

Documentation of each contact with the youth, family and other collateral contacts shall be made in the youth's file through entry in a field notebook. The field notebook is the approved method of documentation of services provided to youth, and shall include a recording of type, date, time, location, and brief narratives of contacts. A supervisory review of the field notebook shall be completed by the case manager on a bi-weekly basis. The Applicant shall provide the probation officer with status reports for the youth. The status reports shall be completed weekly and may be transmitted electronically or other mutually agreed upon method. At the completion of the youth's participation in the IMS, a final status report shall be completed and provided to the probation officer within 48 hours of termination of IMS.

Transportation Services

It is anticipated that youth will experience significant transportation needs to meet the terms and conditions of probation, such as meetings with the probation officer, attendance at school/educational activities, and participation in services with community-based agencies. Transportation options may include transporting the youth in an agency or personal vehicle, the provision of bus passes, and/or subcontracting for transportation services.

OYS would appreciate additional responses to the following:

- A proposed expansion of services to include youth (approximately 20- 35 annually) who are paroled from the Hawaii Youth Correctional Facility, including the cost implications for this proposed expansion.

Deadline for Response: Written comments, suggestions, and other feedback for consideration in the scope of work and RFP requirements are requested by fax, mail or email by November 25, 2014.

RFI Contact Person:

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NOTE: Participation in this RFI process is optional and is not required in order to respond to any subsequent procurement by the OYS. Neither the OYS nor any interested party responding to this RFI has any obligation under the RFI. The OYS may engage in further informal discussions to gather additional information and recommendations to assist in developing the RFP. Please call Merton Chinen at (808) 587-5712 with questions regarding this RFI.